Quick Steps to Success

10-15 minute lessons for school food service personnel – covering customer service, food safety, nutrition, menus and portion control

Brought to you by
New Jersey Team Nutrition
A joint effort of
State of New Jersey Bureau of Child Nutrition Programs
And
Department of Nutritional Sciences, Rutgers University

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The New Jersey TEAM NUTRITION project has prepared this series of quick, easy and fun lessons to be used to train food service staff.

We all know that training is important. And we all want to know more in order to do a better job. But there is often just no time to train. These lessons are designed for busy school cafeteria managers and directors to train their food service staff during "teachable" moments – informally over coffee or at other brief meeting times.

This manual contains nine lessons divided into three categories:

- Customer Service
- Menus and Meal Patterns
- Foodborne Illness

All the materials that you will need are included and a script is provided to help you cover the material quickly and thoroughly. Posters and tips that can be posted in your kitchen are also included.

During your own training to become the "Trainer" for your own staff, you will learn how to use lessons and materials in the manual. Your experience during your own training will give you confidence in the materials and ease in presenting them. When you have trained 75% of your staff, you will be qualified to be certified as a "Quick Steps to Success Trainer" and to provide this training to food service personnel other than your own staff.

To do a good job requires knowledge of the information and skills that are important to doing the job right. School food service personnel are highly committed to the children they serve and their health and well being. This program will help them meet their commitment to provide meals for children that are safe, tasty and served in a friendly and helpful manner.

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We also relied upon USDA's "Serving it Safe: a manager's tool kit," the National Food Service Management Institute's " HACCP for Child Nutrition Programs: building on the basics," the joint USDA-USDHHS "Dietary Guidelines for Americans 2000" and "Food Guide Pyramid."

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